



JolaPhone 2017 Site Survey Help Guide

Please complete the JolaPhone 2017 Site Survey to help us set up your system to meet your exact requirements. Amendments can also be made post set-up.

If you have any further questions please call 01158 225000 (option 4).

Admin Details

- Admin Details - We require the name, phone number and email address of the main person who will be in charge of your portal.

The Admin user will have access to make amendments to all Users, Hunt Groups and Auto Attendants.

- Contact details for the Emergency Services Database – These **must** be the end user's details. If you are a reseller, these cannot be your own details- the emergency services require an on-site contact.
- Platform details – This is an overview of what is required for your phone system. This section will auto populate the information you complete on the various tabs.

Users

The most important information we need to set up your users is:

- Name of the person using the seat.
- Email address.
- Outbound CLI – This is the number that will be displayed when making an outbound call. For example, you may want all users to show the same number when making an outbound call. Please note - If you do not specify an outbound CLI, the main hunt group number will be used.
- MAC address of the phone they will be using - only required if you are using your own device.
- Extension number – if you wish to keep your current extension numbers please enter these here. Alternatively, we will allocate the last 4 digits of the new DDI as the extension.
- Number to be ported - please detail which user will be associated to any numbers that you will be porting from your current supplier.

Auto Attendant

An Auto Attendant is a voice menu system that allows callers to be transferred to an extension or hunt group without going through an operator.

For example – 'Please press one for sales, two for accounts and three for support'.

One of the benefits of Auto Attendant is you can add a time schedule so if a caller comes through out of hours, you could set up a message.

For example; 'Our office is now closed, please call back between 9am and 5pm'.

This tab allows you to specify the options, time schedules, hunt groups or users that may be required to ensure the relevant options get to the right department/user.

Please note - we will require an audio file to complete the set-up of your Auto Attendant. We do offer a professional recording service or you can record these yourself by downloading Broadsoft Recorder app on your phone and emailing a copy of the recording to provisioning@jola.co.uk.



Hunt Group

A Hunt Group is a method of distributing phone calls from a single telephone number to a group of extensions.

Two common examples of how to use a hunt group are below:-

- 1) If you do not require an Auto Attendant, a hunt group would be the best way to set up the main number of your company.

For example – we would set up a Hunt Group to ring all users simultaneously when someone calls the main number, meaning anyone could pick up that call.

- 2) If you do require Auto Attendant and you have departments as the options, we would set up Hunt Groups for each of the departments and add the required users into the relevant Hunt Group.

For example

Sales – Bill, Ben and Sarah
Accounts – Wendy, Rahul and Mike
Support – Robert and Dominic

Call Centre

A Call Centre is similar to a hunt group but with added functionality.

For example –

- Call queuing (upto 50 calls)
- Music on hold while queuing
- Ability to log a user in/out
- Introduction message
- Customisable on hold/comfort messages

Supported Devices

This is a list of all the phones that we support for your reference.